

that covers the service rendered. To find an appropriate provider to render these types of services and issue the required referral and/or authorization, contact TriWest’s TRICARE Prime Remote Unit by phone or via fax at 1-877-554-2228.

**What are My Costs for Medical Care?**

There are no deductibles or cost-shares except when you are using pharmacy benefits, the Point-of-Service (POS) option, or if you are enrolled in the Program for Persons with Disabilities. If you do not follow the proper authorization/referral process, you will be subject to POS deductibles of \$300/individual and \$600/family, as well as a 50-percent cost-share of TRICARE’s allowable charge. For more information on POS, visit [www.triwest.com](http://www.triwest.com) or call 1-877-554-2224.

**Where Do My Claims Go?**

Most of the time, PCMs or other providers will submit claims for you. There may be times, however, when you will be required to pay for your care up front, file your own claim, and then be reimbursed.

To help ensure proper payment, providers should send claims for those enrolled in TRICARE Prime Remote for Active Duty Family Members to the state-specific addresses as listed in the TRICARE Provider Guide, which is also available online at [www.triwest.com](http://www.triwest.com) in the Provider section.

**How Do I Enroll?**

Complete and return an enrollment form to use the benefits of the program. Be sure to complete the **TRICARE Prime Remote for Active Duty Family Members enrollment form** included in this packet. A sample of the enrollment form is on the previous page. Select the box (in line 16 of the enrollment form) that indicates your first choice of provider as “Civilian.” After submitting your completed enrollment form you will be mailed an ID card along with additional program information.

If you are enrolled in TRICARE Prime and you are also eligible for TRICARE Prime Remote for Active Duty Family Members, you will be required to switch your enrollment to TRICARE Prime Remote for Active Duty Family Members at the end of your current TRICARE Prime enrollment period. You will receive additional information at that time. If you prefer, you may submit your TRICARE Prime Remote for Active Duty Family Members application now. If you live outside a Prime service area you may identify any TRICARE-authorized provider as your PCM.

**Helpful Numbers  
& Information**

**TriWest Healthcare Alliance**

- [www.triwest.com](http://www.triwest.com)
- Toll free at the TRICARE Prime Remote Unit, 1-877-554-2224, M - F, 8 a.m. - 6 p.m., all time zones (excluding federal holidays)

**TRICARE Management Activity**

- [www.tricare.osd.mil](http://www.tricare.osd.mil)
- Toll free at 1-888-DOD-CARE (363-2273)

**Defense Enrollment Eligibility Reporting System (DEERS)**

- [www.tricare.osd.mil](http://www.tricare.osd.mil) and select the DEERS icon on the right menu item.
- Toll free at 1-800-538-9552, M - F, 6 a.m. - 3:30 p.m., PST (excluding federal holidays)

**TRICARE Mail Order Pharmacy**

- [www.express-scripts.com](http://www.express-scripts.com)
- Toll free at 1-866-DOD-TMOP (363-8667)

**PGBA, LLC**

- [www.mytricareclaims.com](http://www.mytricareclaims.com)
- Toll free for active duty service members at 1-800-395-4929
- Toll free for active duty family members at 1-800-225-4816



w e l c o m e



**TRICARE Prime Remote  
A N D  
TRICARE Prime Remote for Active Duty Family Members**

Dear Beneficiary:

Thank you for your interest in **TRICARE Prime Remote** (for active duty service members) and **TRICARE Prime Remote for Active Duty Family Members**. The TriWest Healthcare Alliance family is eager to assist you and your family in meeting your health care needs. This flyer contains information to help explain both program options to you. Please take the time to review the information. Remember that in order to take advantage of the benefits of either program, you must complete a TRICARE Prime Remote or TRICARE Prime Remote for Active Duty Family Members enrollment form. You can do this online at [www.triwest.com](http://www.triwest.com) or by completing and returning the appropriate enrollment form, included in this packet, to TriWest.

Enclosed are important items related to TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members. In this mailing you will find:

- Two enrollment forms: one specifically for eligible TRICARE Prime Remote service members and one for eligible TRICARE Prime Remote active duty family members. You must complete and return the enrollment form to TriWest in order to use the benefits of the program appropriate for you. You may also enroll online at [www.triwest.com](http://www.triwest.com) or use the enclosed enrollment form.
- Other Health Insurance (OHI) forms which must be completed and returned to TriWest
- Postage-paid return envelope to return the Enrollment and OHI forms

If you still have questions after reading the enclosed information, visit [www.triwest.com](http://www.triwest.com) or call TriWest’s TRICARE Prime Remote Unit at 1-877-554-2224.

Whether enrolling in TRICARE Prime Remote or TRICARE Prime Remote for Active Duty Family Members, keep this flyer and take it with you to your provider’s office when you seek care. It contains important information for his or her use. TriWest recommends that your provider make a copy of this information for his or her files.

TriWest looks forward to serving your health care needs as TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members beneficiaries!

# TRICARE Prime Remote

## for Active Duty Family Members

### TRICARE Prime Remote Overview

TRICARE Prime Remote provides benefits similar to TRICARE Prime for active duty service members who reside and work outside of a military treatment facility (MTF) catchment area. An active duty service member qualifies for this program if he or she is under full-time orders, and lives **and** works more than 50 miles, or approximately a one-hour drive, from an MTF.

### Eligibility

To determine eligibility for TRICARE Prime Remote, visit TRICARE Management Activity's web site at [www.tricare.osd.mil/remote](http://www.tricare.osd.mil/remote) and use the "ZIP Code Search for Eligibility" feature located in the TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members pages.

You can double-check your eligibility by contacting the Defense Enrollment Eligibility Reporting System (DEERS) office at [www.dmdc.osd.mil](http://www.dmdc.osd.mil) (select "DEERS" in the left menu bar) or at 1-800-538-9552, M-F, 6 a.m. – 3:30 p.m., PST (excluding federal holidays).

### Who Will Provide My Care?

You may use any TRICARE-authorized primary care provider or a network primary care manager (PCM) for primary care. TriWest's network providers are certified and authorized medical professionals who have signed a contract with TriWest to treat TRICARE beneficiaries. These providers have been determined to be qualified providers of care meeting specific educational, licensing and other requirements. Certified/ authorized providers are not necessarily network providers. **Note:** Primary care-type providers include family practice, general practice and internal medicine, and OB/GYN providers. If you decide to enroll and you have questions about selecting or locating a PCM, please call TriWest's TRICARE Prime Remote Unit at 1-877-554-2224.

### How Do I Seek Medical Care?

You may receive primary care services from your PCM (if assigned) or a TRICARE-authorized provider without a referral or authorization (or fitness-for-duty review). However, some procedures and specialty services (e.g., MRI, Physical Therapy, OB, dermatology) require a referral. To find out if a specific procedure or service requires an authorization, call TriWest's TRICARE Prime Remote Unit.

When you require medical services provided by a specialist, a referral is required.

Authorizations are required for non-emergent procedures and/or admissions for active duty service members. To find an appropriate provider to render these types of services and issue the required referral and/or authorization, contact TriWest's TRICARE Prime Remote Unit by phone or via fax at 1-877-554-2228.

### What Are My Costs for Medical Care?

Active duty service members have no deductible or cost-share for charges for authorized civilian medical care.

### Where Do My Claims Go?

In most cases PCMs or other providers will submit claims for you. There may be times, however, when you will be required to pay for your care up front, file your own claim, and then be reimbursed.

To help ensure proper payment, direct claims for active duty service members enrolled in TRICARE Prime Remote to:

PGBA, LLC  
Attn: TPR/SHCP  
P.O. Box 870019  
Surfside Beach, SC 29587-8719.

### How Do I Enroll?

Complete and return the enrollment form included in this mailing to use the benefits of the program. **Be sure to complete the correct form for TRICARE Prime Remote.** The sample enrollment form is located to the right.

After completing and submitting your enrollment form, the DEERS office will mail you an ID card to use when seeking care. When you receive your card, you will be enrolled in TRICARE Prime Remote. Show your ID card when seeking care.

### TRICARE Prime Remote for Active Duty Family Members Enrollment Form (for family members)

### TRICARE Prime Remote Enrollment Form (for active duty service members)

### TRICARE Prime Remote for Active Duty Family Members Overview

The TRICARE Prime Remote for Active Duty Family Members program offers enhanced benefits at a lower cost to eligible family members (those who reside with their TRICARE Prime Remote-eligible sponsor). This includes family members who resided with their sponsor either active duty or activated guard/reservist before the service member left for an unaccompanied assignment and who continue to live in the remote area.

### Eligibility

To determine your eligibility for TRICARE Prime Remote for Active Duty Family Members, visit TRICARE Management Activity's web site at [www.tricare.osd.mil/remote](http://www.tricare.osd.mil/remote) and use the "ZIP Code Search for Eligibility" feature located in the TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members pages.

You can double check your eligibility by contacting the Defense Enrollment Eligibility Reporting System (DEERS) office at [www.dmdc.osd.mil](http://www.dmdc.osd.mil) (select "DEERS" in the left menu bar) or at 1-800-538-9552, M-F, 6 a.m. – 3:30 p.m., PST (excluding federal holidays).

### Who Will Provide My Care?

You may use any TRICARE-authorized primary care provider (e.g., family practice, general practice, internal medicine, pediatrician and OB/GYN) for primary care, if you are not already assigned to a network primary care manager (PCM).

If your network PCM or primary care provider determines that you need specialty care or a procedure (e.g., MRI, physical therapy), the care must be coordinated through TriWest's TRICARE Prime Remote Unit. Prior to seeking specialty care or additional procedures, you, your network PCM, or your chosen primary care provider must contact TriWest's TRICARE Prime Remote Unit at 1-877-554-2224.

**Need to Find a Network Provider?**  
**Visit [www.triwest.com](http://www.triwest.com)**

You can find a listing of TRICARE Prime PCMs located within an MTF's service area in the TRICARE provider directory, available at [www.triwest.com](http://www.triwest.com).

### How Do I Seek Medical Care?

You may receive primary care services from any TRICARE-authorized primary care provider without a referral or authorization. However, some procedures and specialty services require a referral. To find out which procedures require a referral, call TriWest's TRICARE Prime Remote Unit.

When you require medical services provided by a specialist, a referral is required to avoid a deductible and cost-share.

Authorizations are required for non-emergent procedures and/or admissions, if you do not have other health insurance

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